

WHAT IS CLAIMED IS:

1. A technical support server comprising:

a service information portal section for providing web pages as an information input and output interface;

5 a knowledge base section for storing various claim reports and solutions answered by an engineer with respect to the claim reports; and

a claim handling section for registering in the knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and managing the registered new claim report as an unsolved claim requiring an answer from the engineer.

10 2. A technical support server according to claim 1, wherein the claim handling section is constructed to search the knowledge base section for similar claims specified by information available from the claim content input to the client web page in a format close to a natural language.

20 3. A technical support server according to claim 2, wherein the claim handling section has a synonym table for converting information of different languages available from the claim content input to the client web page to common codes.

25 4. A technical support server according to claim 2, wherein the claim handling section has

a answer assisting module for producing, where
a solution has been obtained as a search result of the
knowledge base section, an answer based on the solution
so as to meet a technical support policy varying from
5 market region to market region.

5. A technical support server according to
claim 2, wherein the claim handling section has
a report assisting module for automatically
incorporating, where a solution has not been obtained
10 as a search result of the knowledge base section,
information available from the claim content input to
the client web page into the claim report, and
requesting additional input of information which is
necessary for a study of a solution by the engineer but
15 is lacking.

6. A technical support server according to
claim 1, wherein the claim handling section is
constructed to assign a supporting task for acquiring a
solution to a claim of the claim report to a technical
20 division responsible for the claim, and to request
the solution from the technical division.

7. A technical support server according to
claim 6, wherein the claim handling section is
constructed to attach to the claim report a backup
25 document for backing up the supporting task.

8. A technical support server according to
claim 6, wherein the claim handling section is

constructed to set a schedule of the supporting task,
and to send a reminder when a scheduled date of
supporting task completion is drawing near.

5 9. A technical support server according to
claim 8, wherein the claim handling section is
constructed to attach to the reminder, where there is a
new claim report similar to the claim of the supporting
task, the new claim report as a backup document.

10 10. A technical support server according to
claim 6, wherein the claim handling section is
constructed to visualize the state of progress of
the supporting task.

15 11. A technical support server according to
claim 1, wherein the claim handling section has a table
for converting the claim content to a specific
language.

20 12. A technical support server according to
claim 1, wherein the claim handling section has a table
applicable to a case where different model numbers are
assigned to a model of the claim content in accordance
with different market regions.

25 13. A technical support server according to
claim 6, wherein the claim handling section is
constructed to decide on an engineer in charge on the
basis of at least one of a schedule, a field in charge,
experience, and a technical level of each engineer
in a technical division to which the supporting task

has been assigned.

14. A technical support server according to claim 6, wherein the claim handling section is constructed to issue, where a solution has not been
5 obtained as a search result of the knowledge base section, a notice to the effect that the solution is now being studied.

15. A technical support server according to claim 6, wherein the claim handling section is
10 constructed to issue, where a solution has not been obtained as a search result of the knowledge base section, a notice of a schedule of the supporting task.

16. A technical support server according to claim 6, wherein the claim handling section is
15 constructed to produce an answer document in which a solution answered on an engineer web page is modified so as to meet a technical support policy which varies from market region to market region.

17. A technical support system comprising:
20 a service information portal server for providing web pages as an information input and output interface;
a knowledge base server for storing various claim reports and solutions answered by an engineer with respect to the claim reports; and
25 a claim handling server for registering in the knowledge base section a new claim report in which at least a claim title is structured as a combination of

predetermined items of definition information on the basis of a claim content input to a client web page, and managing the registered new claim report as an unsolved claim requiring an answer from the engineer.

5 18. A technical support system according to claim 17, wherein the claim handling server is constructed to search the knowledge base server for similar claims specified by information available from the claim content input to the client web page in
10 a format close to a natural language.

 19. A technical support system according to claim 18, wherein the claim handling server has an answer assisting module for producing, where a solution has been obtained as a search result of the knowledge
15 base server, an answer based on the solution so as to meet a technical support policy varying from market region to market region.

 20. A technical support system according to claim 17, wherein the claim handling server is
20 constructed to assign a supporting task for acquiring a solution to a claim of the claim report to a technical division responsible for the claim, and to request the solution from the technical division.

 21. A technical support system according to claim 20, wherein the claim handling server is
25 constructed to attach to the claim report a backup document for backing up the supporting task.

22. A technical support system according to claim 17, wherein the claim handling server has a table applicable to a case where different model numbers are assigned to a model of the claim content in accordance with different market regions.

23. A technical support method using a database for storing in a knowledge base section various claim reports and solutions answered by an engineer with respect the claim reports, the method comprising:

10 a step of providing web pages as an information input and output interface; and

a step of registering in the knowledge base section a new claim report in which at least a claim is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and managing the registered new claim report as an unsolved claim requiring an answer from the engineer.

24. A technical support method according to claim 23, further comprising a step of searching the knowledge base section for similar claims specified by information available from the claim content input to the client web page in a format close to a natural language.

25. A technical support method according to claim 24, further comprising a step of converting information of different languages available from

the claim content input to the client web page to common codes.

26. A technical support method according to claim 24, further comprising a step of producing, where
5 a solution has been obtained as a search result of the knowledge base section, an answer based on the solution so as to meet a technical support policy varying from market region to market region.

27. A technical support method according to
10 claim 24, further comprising a step of automatically incorporating, where a solution has not been obtained as a search result of the knowledge base section, information available from the claim content input to the client web page into the claim report, and
15 requesting additional input of information which is necessary for a study of a solution by the engineer but is lacking.

28. A technical support method according to claim 23, further comprising a step of assigning a
20 supporting task for acquiring a solution to a claim of the claim report to a technical division responsible for the claim, and requesting the solution from the technical division.

29. A technical support method according to
25 claim 28, further comprising a step of attaching to the claim report a backup document for backing up the supporting task.

30. A technical support method according to claim 28, further comprising a step of setting a schedule of the supporting task, and sending a reminder when a scheduled date of supporting task completion is drawing near.

31. A technical support method according to claim 30, further comprising a step of attaching to the reminder, where there is a new claim report similar to the claim of the supporting task, the new claim report as a backup document.

32. A technical support method according to claim 28, further comprising a step of visualizing the state of progress of the supporting task.

33. A technical support method according to claim 23, further comprising a step of converting the claim content to a specific language.

34. A technical support method according to claim 23, further comprising a step applicable to a case where different model numbers are assigned to a model of the claim content in accordance with different market regions.

35. A technical support method according to claim 28, further comprising a step of deciding on an engineer in charge on the basis of at least one of a schedule, a field in charge, experience, and a technical level of each engineer in a technical division to which the supporting task has been

assigned.

36. A technical support method according to
claim 28, further comprising a step of issuing, where
a solution has not been obtained as a search result of
5 the knowledge base section, a notice to the effect that
the solution is now being studied.

37. A technical support method according to
claim 28, further comprising a step of issuing, where
a solution has not been obtained as a search result of
10 the knowledge base section, a notice of a schedule of
the supporting task.

38. A technical support method according to
claim 28, further comprising a step of producing
an answer document in which a solution answered on
15 an engineer web page is modified so as to meet
a technical support policy which varies from market
region to market region.